

# Deitre Epps

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- ✦ Provides RBA consultation, training, technical assistance;
- ✦ Coaches executives and senior staff to achieve organizational and community results
- ✦ Facilitates effective, data-driven meetings for organizations and communities
- ✦ Clients include:
  - Local, state and federal government
  - Community-based organizations, including nonprofits
  - Foundations and philanthropic organizations
- ✦ BS in Microbiology, MS in Human Services Administration
- ✦ Works with clients nationally and internationally to achieve equitable outcomes in health, education, child welfare, juvenile justice and homelessness



# Results-Based Accountability (RBA) Overview

Affordable Care Communities  
North Carolina Institute of Medicine

Presented by

Deitre Epps

RBA and Equity Consultant

[deitre.epps@gmail.com](mailto:deitre.epps@gmail.com)





# Objectives

- Understand the distinctions between population accountability and performance accountability
- Understand the core questions of RBA for using data to support decision making about strategies
- Understand how to develop performance measures for client outcomes
- Understand how to develop results based community plans
- Understand the steps for applying RBA

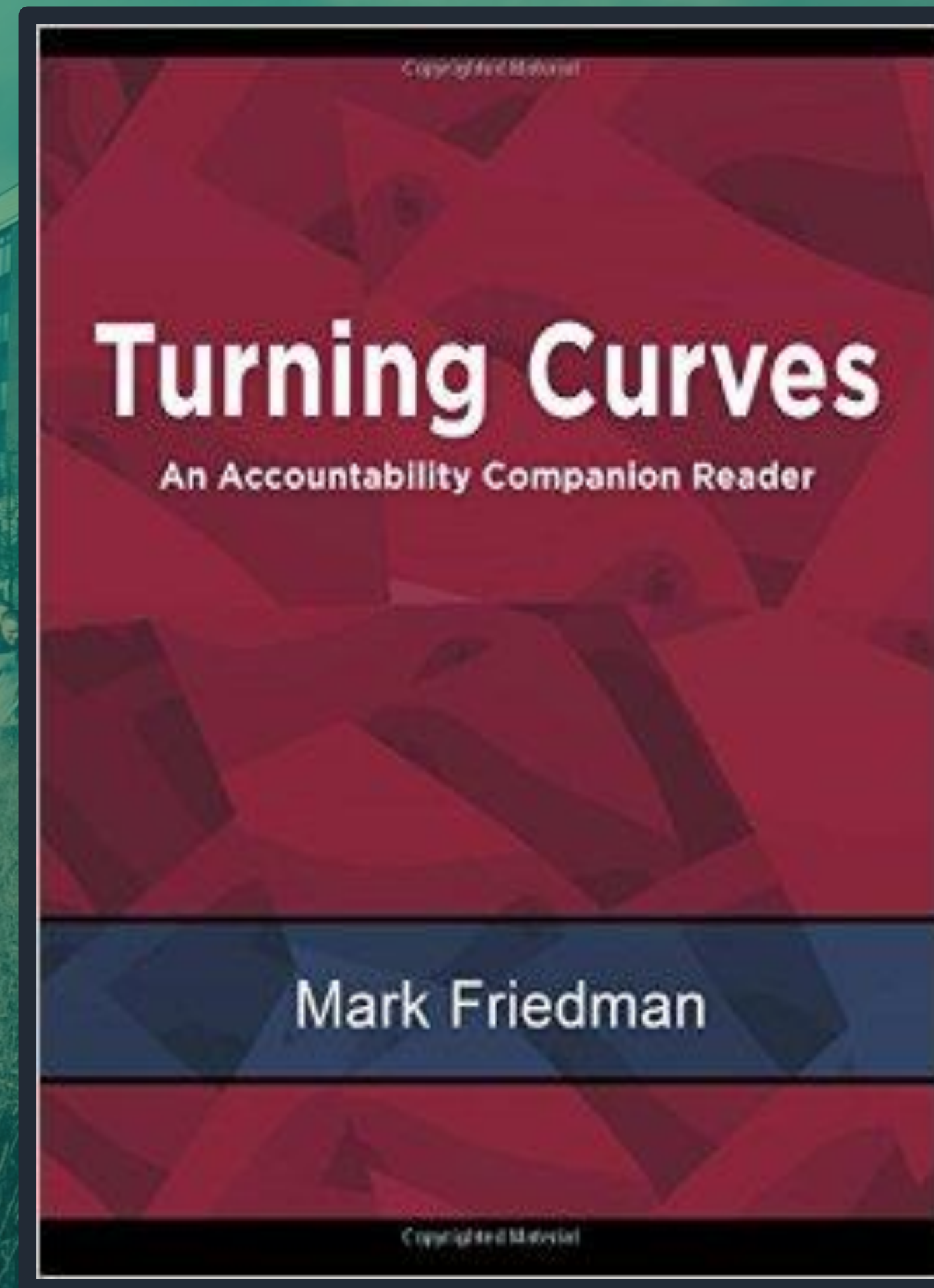
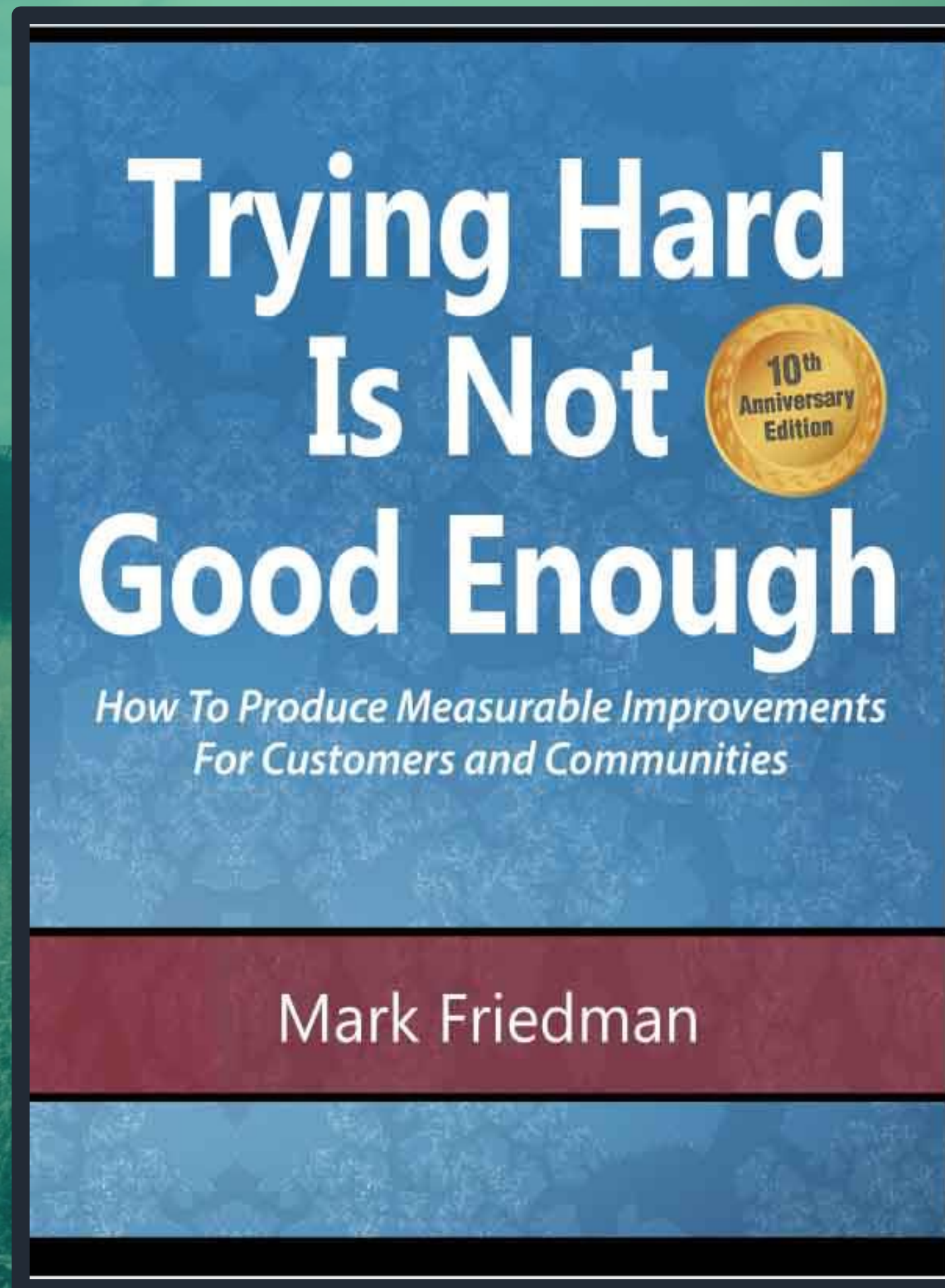




# RBA Resources

[www.clearimpact.com](http://www.clearimpact.com)

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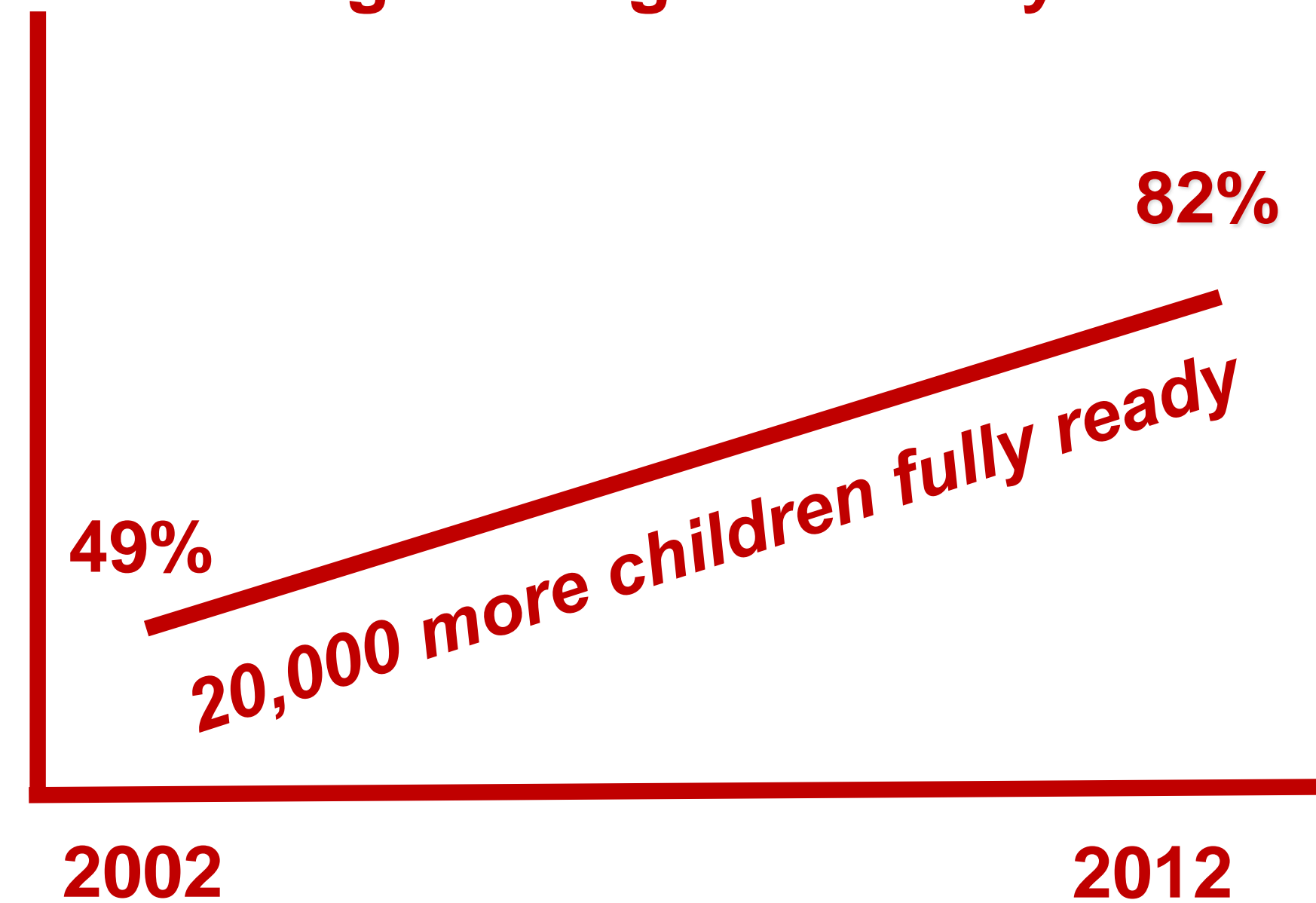
# Maryland School Readiness

## Case Study



All Children in Maryland Enter Kindergarten Ready to Learn

percentage of children in Maryland entering kindergarten ready to learn





# Maryland School Readiness



1999

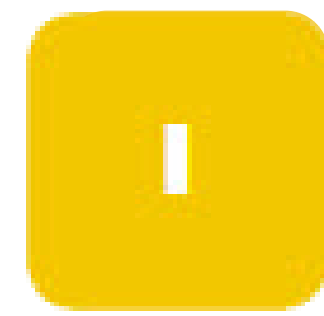


2016





# Percentage of children in Maryland entering Kindergarten ready to learn



Credentialing  
of Providers

Accreditation  
Campaign

Judy Centers

MD Model for  
School  
Readiness

Local School  
Readiness  
Efforts

Babies Born  
Healthy

# Percentage of children in Maryland entering Kindergarten ready to learn



## Population Accountability

*Turn the Curve Thinking*  
*What are the right things to do to improve school readiness in Maryland?*

S

Credentialing of Providers

al School  
adiness  
efforts

Babies Born  
Healthy



# Percentage of children in Maryland entering Kindergarten ready to learn



**Performance Accountability:**  
Turn the Curve Thinking applied by each partner to its role using its performance measures

MMSR

teachers, other providers, and parents

prenatal - 5 children & families

implementing MMSR

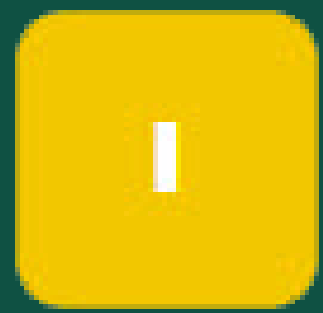
Local Ready to Learn

**Population Accountability at local levels**

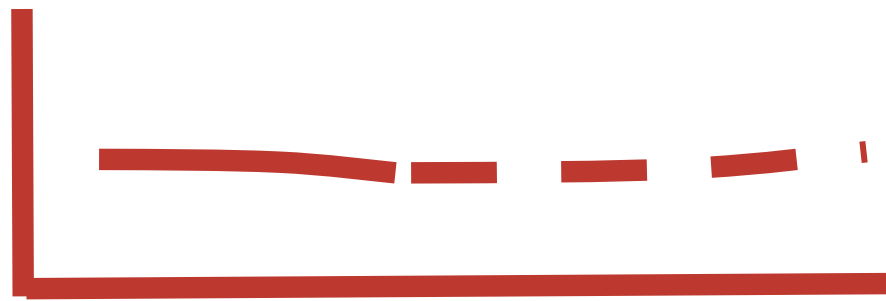
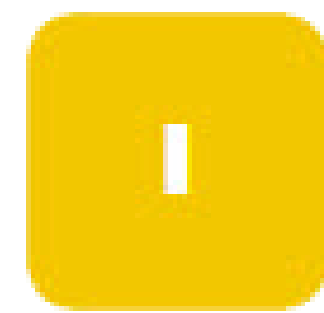
% of children in community entering kindergarten ready to learn

babies in local community





# % of children in Maryland entering Kindergarten ready to learn



## Performance Accountability:

Turn the Curve Thinking applied by each partner to its role to its role

using its performance measures

MSR

Local  
Real  
E

## Population Accountability at local levels

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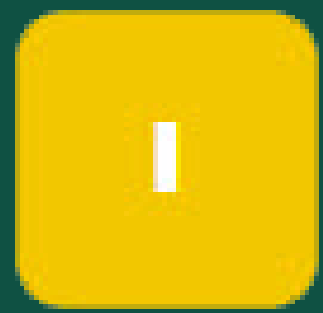
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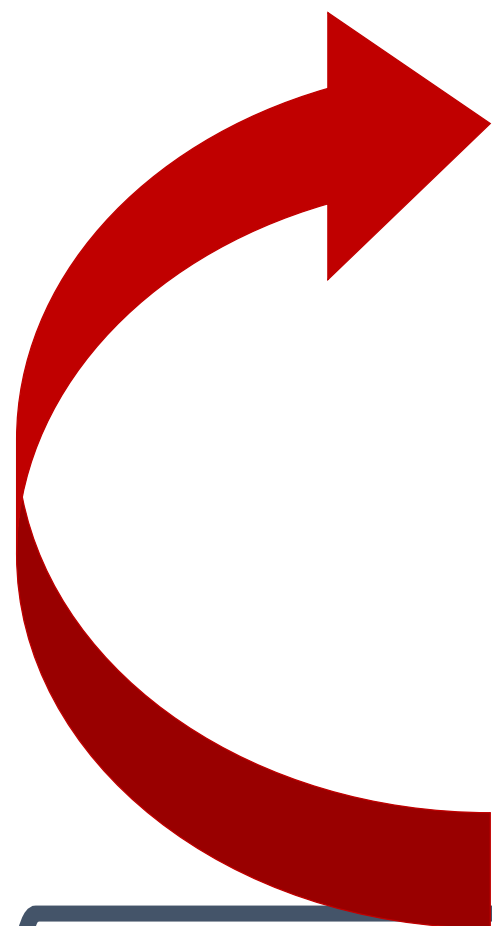
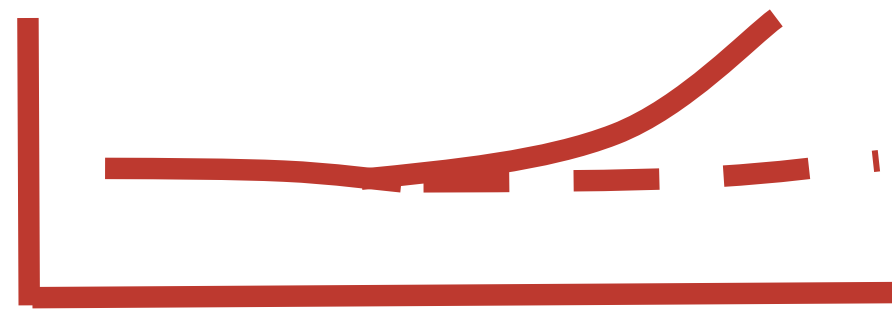
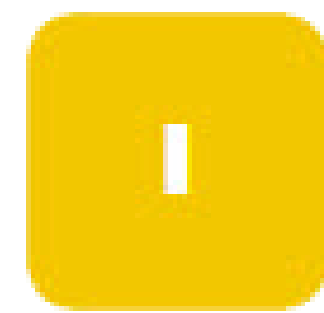
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# % of children in Maryland entering Kindergarten ready to learn



Credentialing of Providers

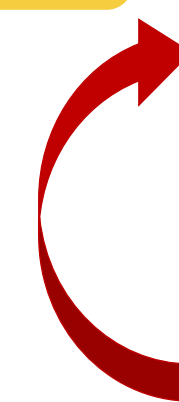
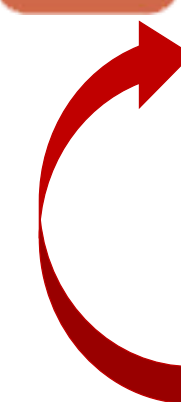
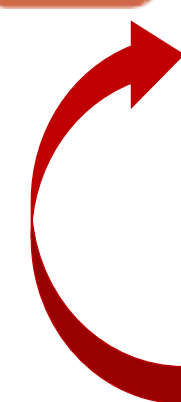
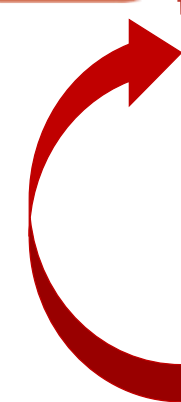
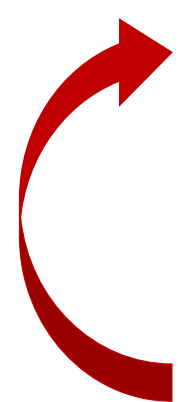
Accreditation Campaign

Judy Centers

MMSR

Local School Readiness Efforts

Babies Born Healthy

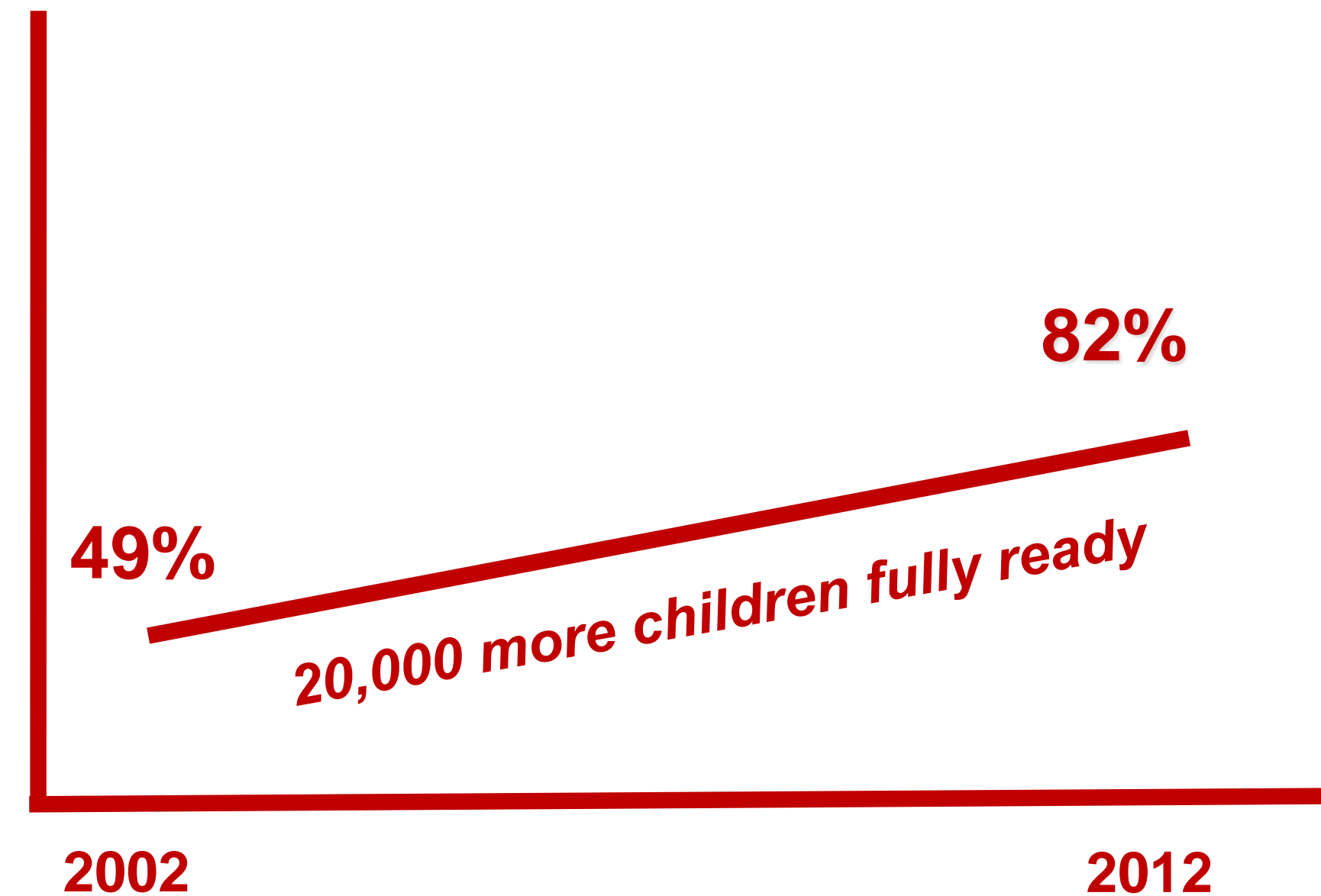




# Maryland School Readiness



All Children in Maryland Enter Kindergarten Ready to Learn

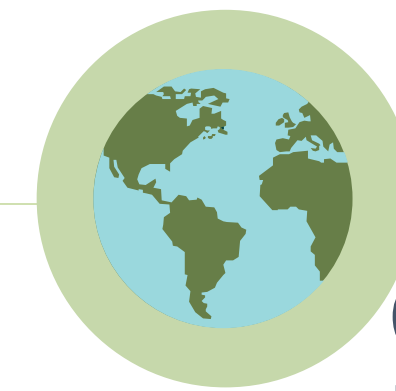
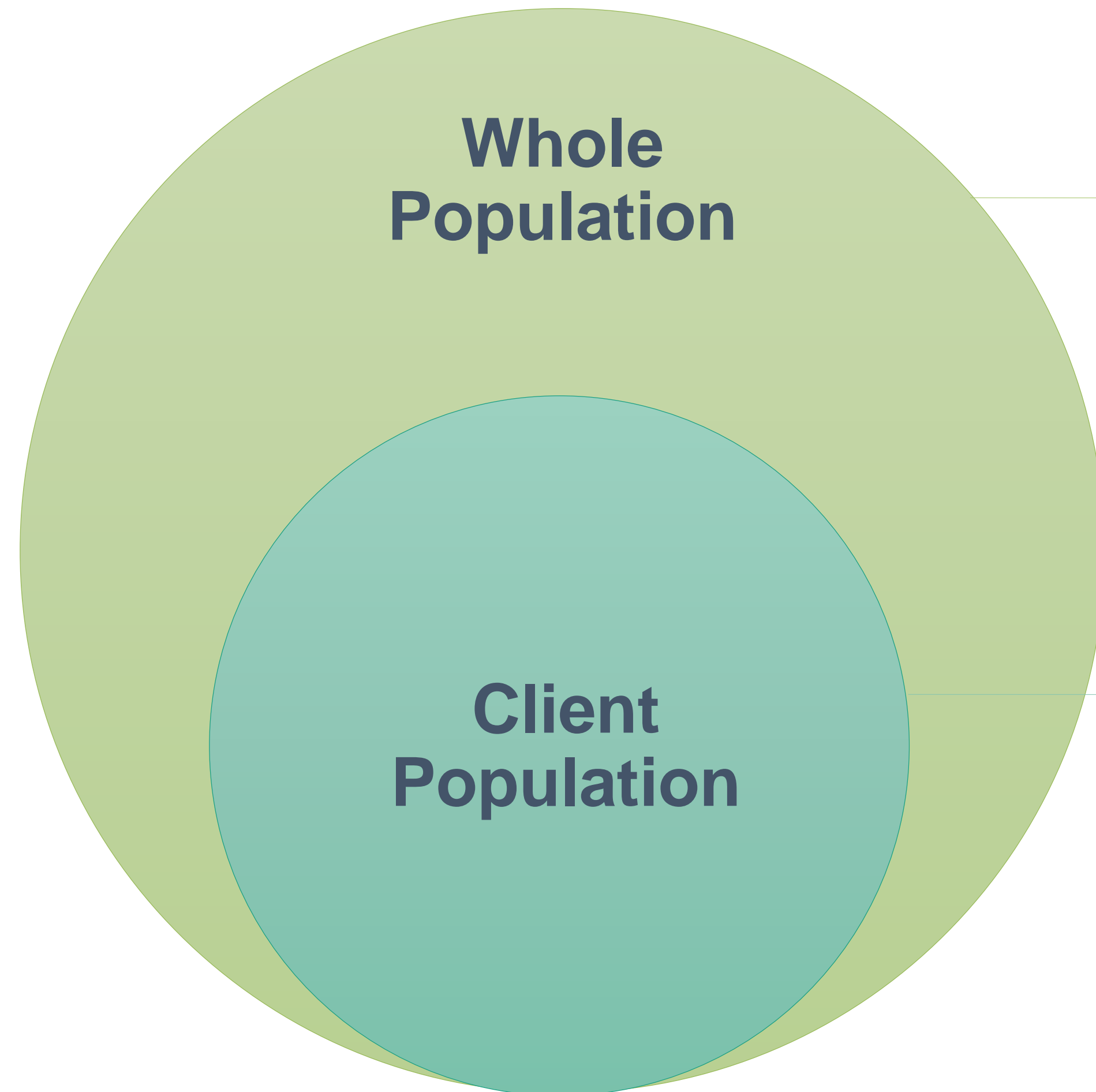


Update for 2017: Changes in data and in assessment:

[https://earlychildhood.marylandpublicschools.org/system/files/filedepot/4/readinessmatters\\_fullbook\\_2018.p](https://earlychildhood.marylandpublicschools.org/system/files/filedepot/4/readinessmatters_fullbook_2018.p)



# Population & Performance Accountability



## Population Accountability

The well-being of **Whole Populations**  
Communities, Cities, Counties, States,  
Nations, World

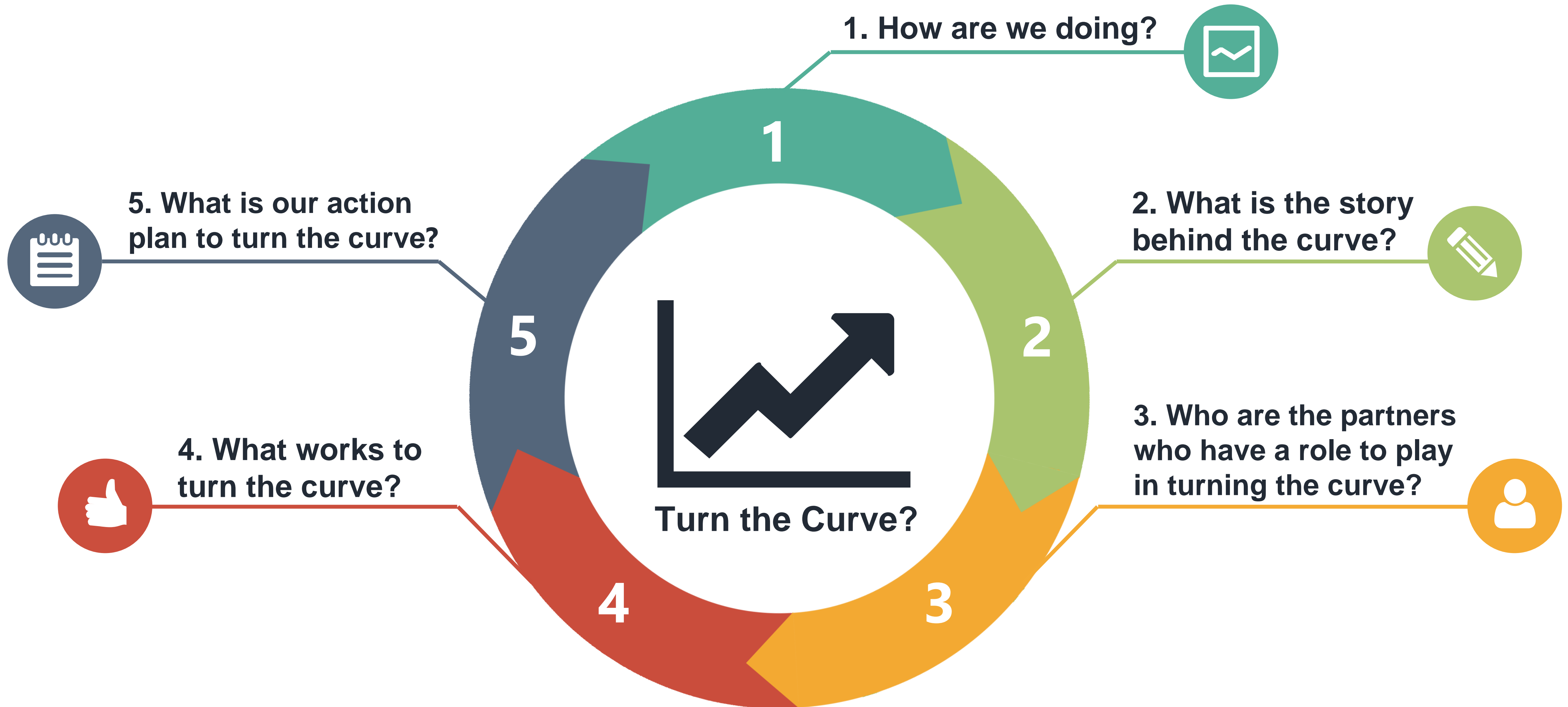


## Performance Accountability

The well-being of **Client Populations**  
Governments, Multi-agency Service Systems,  
Agencies, Organizations, Programs, Units



# Turn the Curve Thinking





# Turn the Curve Thinking

Indicators and performance measures drive Turn the Curve Thinking

1. How are we doing?



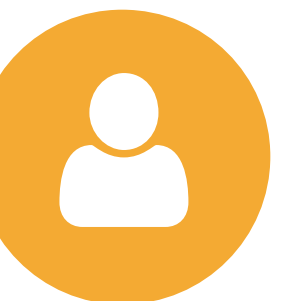
1

2. What is the story behind the curve?



2

3. Who are the partners who have a role to play in turning the curve?



3

4. What works to turn the curve?



4

5. What is our action plan to turn the curve?



5

Turn the Curve?





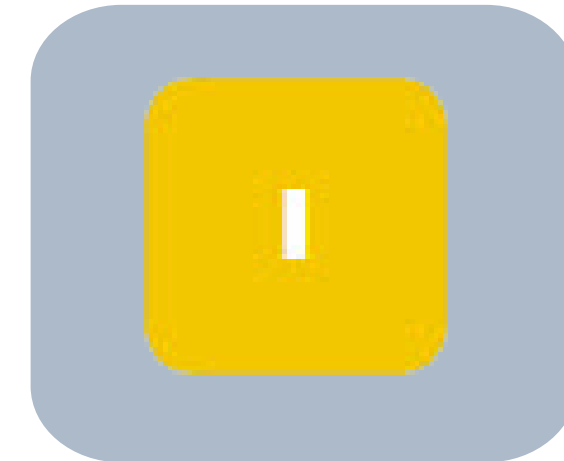
# Population vs. Performance Accountability (with language discipline)

**Population**

Results



Indicators



Turn the  
Curve  
Thinking



Strategies ...



... that include



Governments systems,  
organizations and/or  
programs



Performance  
Measures



Turn the  
Curve  
Thinking



Strategies

**Performance**



# Where are we now?

## How much did we do?

# Clients/customers served

# Activities (by type of activity)

## How well did we do it?

### % Common measures

e.g. client staff ratio, workload ratio, staff turnover rate, staff morale, % staff fully trained, % clients seen in their own language, worker safety, unit cost

### % Activity-specific measures

e.g. % timely, % clients completing activity, % correct and complete, % meeting standard

## Is anyone better off?

#

**Point in Time  
vs. Point to Point  
Improvement**

#

#

#

### % Behavior

(e.g., school attendance)

### % Attitude / Opinion

(e.g., toward drugs)

### % Circumstance

(e.g., working, in stable housing)

### % Knowledge / Skills

(e.g., parenting skills)



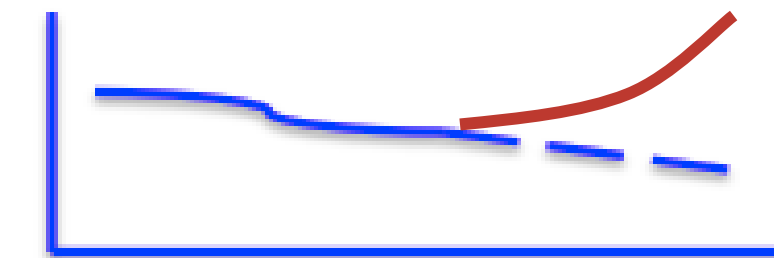
# Which turn the curve conversation?

## Population

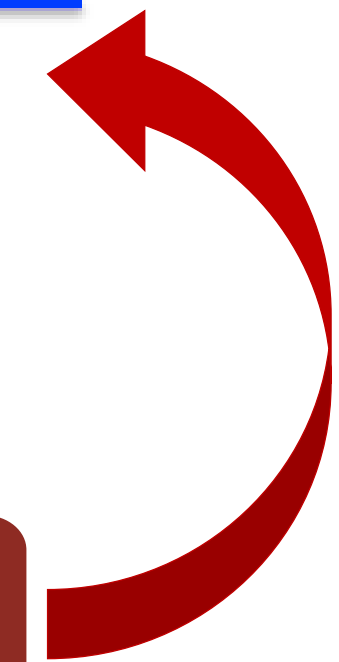
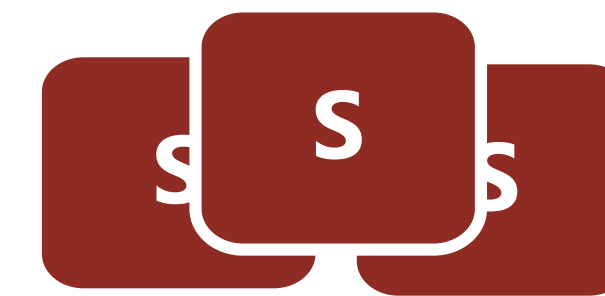
Multiple partners share joint accountability for a result and its indicator(s) – the “whole.”

The Whole

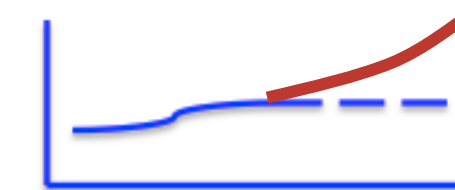
Result and Indicator(s)



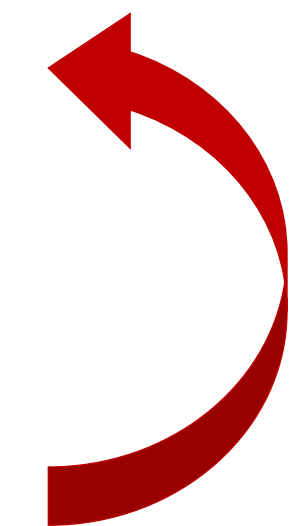
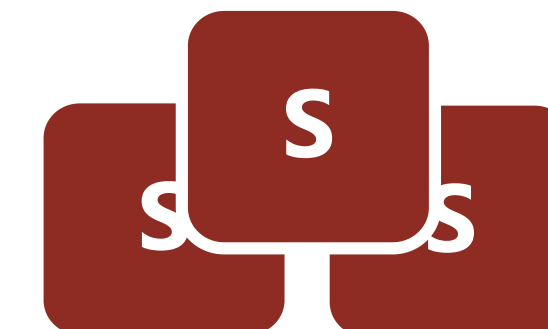
What are the right things to do?



Performance Measure(s)



Are we doing those things right?



Each partner holds accountability for its role and its own performance measures – its “part.”

The Parts

## Performance



# Facilitating Effective, Data Driven Meetings Schools, Districts, Organizations and Communities

## Meeting Objectives:

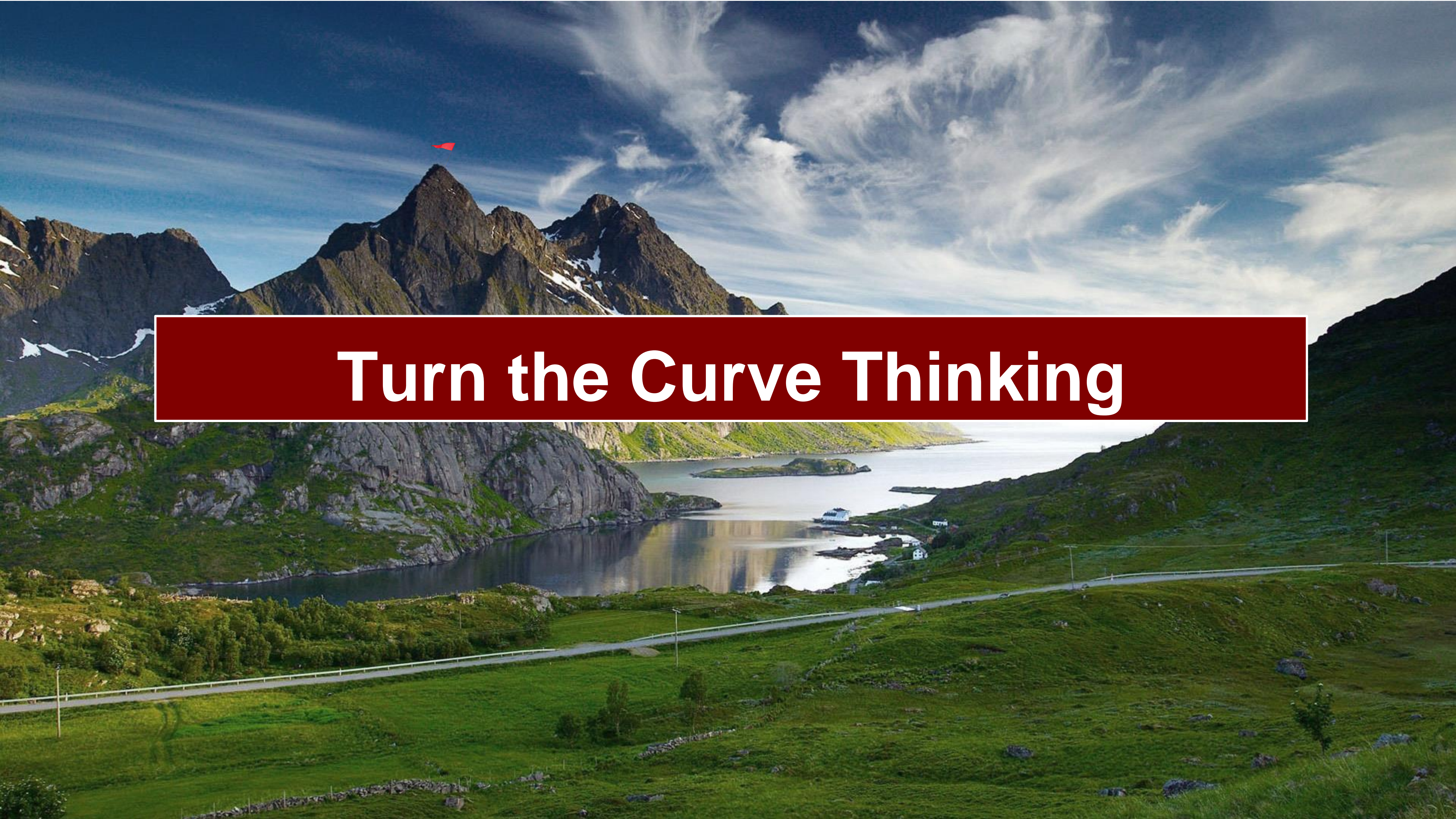
- Review Turn the Curve Action Plan
- Make changes as needed

## Meeting Agenda

1. New data on how are we doing? (quantitative)
2. New information on the story behind the curve? (qualitative)
3. New partners that might have a role to play in turning the curve?
4. New information on what would work to turn the curve?
5. Changes to our strategies to turn the curve?

Meeting adjourned!





# Turn the Curve Thinking



# Why Turn the Curve Thinking?

**A disciplined  
approach to  
decision making**



✓ Simple

✓ Common Sense

✓ Plain Language

✓ Minimal Paper

✓ Useful

# Why Turn the Curve Thinking?





# Turn the Curve Thinking

Headline AALI performance measures and Turn the Curve Thinking

1. How are we doing?



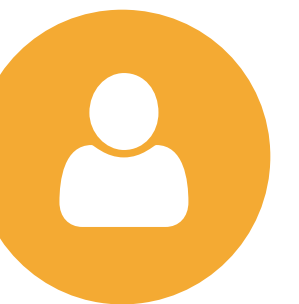
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5

Turn the Curve?



# RBA and Collective Impact

## Five Conditions

**Common Agenda**

**Shared Measurement**

**Mutually Reinforcing Activities**

**Continuous Communication**

**Backbone Support Organizations**





# Where are you now?

## How are we responding to the core questions for subpopulation(s) relevant to local work?

